

## CHIEF DEPUTY DIRECTOR OF CONSUMER AND BUSINESS AFFAIRS (UC)

### TO BE CONSIDERED

Highly qualified candidates are required to submit a standard Los Angeles County Employment Application, statement of interest, and resume **ONLINE ONLY**. The application and resume should include education completed, positions held, salary, any special qualifications, and the following information:

- For organizations and programs managed, the name of each employer, job title, size of organization's budget, the amount of the budget for which you had direct responsibility, number, and composition of personnel supervised, scope of management responsibilities, functions managed, and dates of employment.
- Information required to determine if the candidate meets the Qualifying Experience and Desirable Qualifications sections of this recruitment announcement.

### INSTRUCTIONS FOR FILING ONLINE:

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All information supplied by applicants is subject to verification.

Applications received by December 11, 2015 will receive first consideration.

### VOLUNTARY STATE AND FEDERAL INFORMATION

Pursuant to State and federal requirements, we are requesting that you voluntarily provide the following information: (1) your race/ethnicity and (2) your gender. This information should be on a separate piece of paper (without your name) attached to your resume. This page will be removed from your resume when it is received, kept confidential, and utilized solely for required statistical purposes.

### SOCIAL SECURITY ACT OF 2004

Section 419(c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security. It should be noted that County employees do not pay into Social Security, but do pay the Medical Hospital Insurance Tax portion of Social Security at a rate of 1.45%. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website at [www.socialsecurity.gov](http://www.socialsecurity.gov), or call toll free (800) 772-1213. Persons who are deaf or hard of hearing may call the TTY number (800) 325-0778 or contact a local Social Security office.

Recruitment Services Provided by:



### COMPENSATION

**ANNUAL SALARY: \$98,249—\$148,708 (MAPP RANGE R11)**

This position is subject to the provisions of the County's Management Appraisal and Performance Plan (MAPP). Placement within the range will be commensurate with candidate's qualifications and current salary.

**Benefits:** The County of Los Angeles provides an excellent benefits package that allows employees to choose benefits that meet their specific needs. The package includes:

- **Retirement Plan** – The successful candidate will participate in a contributory defined benefit plan. The Los Angeles County Employees Retirement Association (LACERA) has reciprocal agreements with several public retirement systems in California.

If the candidate is a "new member" of the County's defined benefit plan (LACERA) on or after January 1, 2013, that person's pensions will be limited under the Public Employees Pension Reform Act (PEPRA). For these purposes, a "new member" is someone who first becomes a member of LACERA on or after January 1, 2013 – that is, someone first employed by the County on or after December 1, 2012 – unless she or he established reciprocity with another public retirement system in which she or he was a member before January 1, 2013. Details on PEPRA will be provided on request.

- **Cafeteria Benefit Plan** – Benefits may be purchased from the MegaFlex Cafeteria Benefit Plan using a tax-free County contribution of an additional 14.5% to 17% of the employee's monthly salary.
- **Non-Elective Days** – 10 paid days per year with the option to buy an additional one to 20 elective annual leave days.
- **Flexible Spending Accounts** – Employees may contribute up to \$400 per month tax-free, to Health Care and Dependent Care Spending Accounts. The County contributes \$75 per month to the Dependent Care Spending Account.
- **Savings Plan (401k)** – Optional tax-deferred income plan that may include a County matching contribution up to 4% of employee's salary.
- **Deferred Compensation Plan (457)** – Optional tax-deferred income plan that may include a County matching contribution up to 4% of employee's salary.
- **Holidays** – 11 paid days per year.

Confidential inquiries welcomed to:

**Bill Dukes**

County of Los Angeles

Department of Human Resources

500 W. Temple Street, Room 55

Los Angeles, CA 90012

213.974.2454

[wdukes@hr.lacounty.gov](mailto:wdukes@hr.lacounty.gov)

## THE COUNTY OF LOS ANGELES INVITES RESUMES FOR



# CHIEF DEPUTY DIRECTOR OF CONSUMER AND BUSINESS AFFAIRS (Unclassified)

**Annual Salary: \$98,249 — \$148,708**

**Filing Period: November 23, 2015 until position is filled**





# CHIEF DEPUTY DIRECTOR OF CONSUMER AND BUSINESS AFFAIRS (UC)



## THE COUNTY OF LOS ANGELES

With a population of over ten million people, the County of Los Angeles has more residents than any county in the nation, and within its boundaries are 88 cities. It is rich in cultural diversity and home to world renowned museums, theaters, the nation's motion picture industry, major universities, and numerous five-star restaurants. The mountains, deserts, and the beautiful Pacific Ocean, along with some of the world's finest urban recreational attractions, are freeway close.

The County is governed by a five-member Board of Supervisors (Board) who are elected on a non-partisan basis and serve four-year staggered terms. As the governing body, the Board serves as both the executive and legislative authority of the largest and most complex county government in the United States. There are 34 appointed department heads that report to the Board. There are also three elected officials (Assessor, District Attorney, and Sheriff) for a total of 37 major administrative units or departments that currently serve the needs of the County's residents.

Selected by Forbes Magazine as one of America's Best Employers of 2015, the County's annual budget for fiscal year 2015-2016 is \$26.9 billion, with funding for approximately 106,000 positions to serve its diverse population.

## THE DEPARTMENT

The Department of Consumer and Business Affairs provides comprehensive consumer protection program, which includes: education and outreach, consumer counseling, mediation services and complaint investigation. In addition, the department has a small business development program that includes: the Local Small Business Enterprise program, the Community Business Enterprise program, and the Disabled Veteran Enterprise program. The department purpose is to promote a fair and vibrant marketplace through serving consumers, businesses, and communities.

The Department of Consumer and Business Affairs serves as the central reporting agency for real estate fraud and works closely with private industry groups, government agencies, and law enforcement agencies to detect and investigate real estate fraud.

The department also investigates and mediates complaints of unethical and deceptive business practices between consumers and merchants, and conducts special investigations that are presented to prosecuting agencies for civil and criminal prosecution.

The Small Business Services operates the Los Angeles County Procurement Technical Assistance Center that provides counseling services, workshops, and training to small businesses on selling goods and services as well as certifying business with the county, the state, and the federal government.

## THE POSITION

Acts as assistant head of the Department of Consumer and Business Affairs with responsibility for assisting in the overall direction and administration of department-wide functions, services and programs.

This position is unclassified and is distinguished by its executive decision-making authority and administrative responsibility for assisting the Director of Consumer and Business Affairs in planning, developing, and directing all day-to-day operations of all department programs including education and outreach, consumer counseling, complaint investigation, public policy, administrative services, and small business services. The position also assists the Director in formulating and administering departmental policy and evaluating the work accomplished by the department.

## KEY RESPONSIBILITIES

- Assists in formulating departmental policy, directing its execution, and evaluating work accomplished.
- Assists in directing the fiscal, personnel, budget, and other administrative functions of the department.
- Assists in providing small and community business enterprises with technical assistance and information on contracting opportunities and small business programs with the County of Los Angeles and regional cities, the state and federal government.
- Assists in directing, through subordinate supervisors, the receipt, investigation, and resolution of complaints of unfair, unethical, or deceptive business practices, real estate fraud, dispute settlement, and small claims related issues, including misrepresentations of consumer services and commodities, false advertising, and other violations of consumer laws and regulations as defined by local, state, and federal ordinances, regulations, and laws.
- Assists in directing the development of changes in organization, staffing, and work processing and management information systems to increase effectiveness and efficiency, and reduce administrative costs.
- Assists in planning, implementing, and directing department programs to define and promote ethical and fair business practices as well as consumer responsibility.

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- Assists in developing procedures for and directing the mediation of complaints, real estate fraud, small claims court-related issues, and other consumer service-related matters including misunderstandings between consumers, businesses, and others providing commodities or services to the public.
- Assists in developing, implementing, and directing a consumer information and education program through publications, the news media, meetings, and public hearings.
- Assists in preparing recommendations to the Board of Supervisors on the adoption of new legislation or changes in existing legislation governing consumer protection, small claims court procedures, real estate fraud and dispute resolution programs.
- Assists in representing the interests of County consumers before regulatory agencies and legislative bodies.
- Assists in directing the coordination of consumer affairs matters for all County departments and with other public jurisdictions.
- Assists in maintaining effective relations with other departments, agencies, and the public.
- Assists in recommending the adoption, enactment, and amendment of County ordinances, resolutions, and regulations, state and federal statutes, and the County Charter in order to provide effective, efficient, and economical administration of the department.
- Assists in providing a forum for small business outreach, education, and advocacy in regard to government contracting.
- Acts for the department head in the latter's absence.

## QUALIFYING EXPERIENCE

One year's experience at the level of Chief Consumer Affairs Representative with the County of Los Angeles -OR- Four years' experience supervising others engaged in assisting the public in connection with small business development, consumer complaints, court procedures, dispute settlement, mediation issues or small and community business programs. Two years of this experience must have been at a level that involved responsibility for the development and implementation of program policy.

License: A California Class "C" driver license or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.



## DESIRABLE QUALIFICATIONS

- Ability to analyze and resolve problems of organization, procedure, program, budget, and personnel.
- Ability to meet and confer with a variety of adversary groups and individuals and to mediate amicable settlements of differences.
- Ability to establish and maintain liaison with legislative bodies, a variety of governmental jurisdictions and agencies, and the public.
- Knowledge of local, State, and federal ordinances, regulations, and laws governing consumer affairs.
- Management experience in leadership role responsible for planning, administering, and coordinating, the operations of a local government programs in the areas of economic development, community development, workforce investment or small business development.
- Bachelor's degree in Public Administration, Business Administration, Public Policy, Economics, Family and Consumer Services or a related field.

## SELECTION PROCESS

Each candidate's background will be evaluated on the basis of information submitted at the time of application to determine the level and scope of the candidate's preparation for this position. The resume should include any additional information which the candidate wishes to be considered. Only the most qualified candidates, as determined by the screening process, will be invited to participate in the selection process. **Note: A background investigation will be completed on the candidates recommended for this position.**

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